

Dear doTERRA Member,

Thank you for e-mailing placements@doterra.com . We are here to assist you with all of your Placements needs! Please anticipate a 2-3 business day response time. You can rest assured that we'll take your wait time into consideration. Please do note that commissions for the previous month are processed around 15th of each month. Any changes made between the 1st-15th of this month may affect commissions for the last month. We will work with you as best we can towards a resolution.

While you're waiting, we would like to make you aware of a few tricks that can help create the smoothest placements experience and potentially even get your move processed more quickly.

Formatting

To ensure all pertinent information is included in your email we suggest using the following format with all of your sponsor and enroller change requests.

Wellness Advocate requesting change: (Insert name and number here)

Wellness Advocate to be moved: (insert name and number here)

New Enroller: (If no change, insert "none")

New Sponsor: (If no change, Insert "none")

Sponsor Changes within 14-days of Enrollment

We currently have a self-service option that allows you to process 14-day sponsor changes for people you've enrolled through your Back Office under the "Team" tab, by selecting Sponsor Changes. These changes are completed immediately so you'll be able to see the changes right away!

First-time Enroller Changes

Enroller changes and other Placements issues will need to be communicated through email and must be submitted by the current enroller from their email on file.

Reactivations and 6-month Inactive Moves

All 6 month inactive moves and reactivations should be submitted by the account holder from their email on file.

Account Transfers

All Account Transfers must be submitted by the Transferor from their email address on file or through DocuSign with the Certificate of Completion. These forms must be submitted within 24 hours of the new Transferee's enrollment date. Please note that the Transferor and Transferee are required to have the same enroller and sponsor in order for their Account Transfer Request to be reviewed.

Exception Requests

All other placement changes will require an Exception Application. For applications sent via DocuSign please verify that the Certificate of Completion is included with the application to ensure it can be submitted to the Exceptions Committee for review in a timely manner.

Sincerely,

The Placements Team